

**General Services Administration
Federal Acquisition Service
Authorized Federal Acquisition Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA-Advantage!™, a menu-driven database system. The Internet address for GSA-Advantage!™ is: <http://www.gsaadvantage.gov>

Human Resources and Equal Employment Opportunity (HREEO) Services

Standard Industry Group: 738 X

Contract Number: GS-02F-0128W

For more information on ordering from Federal Acquisition Schedules, click on the FSS Schedules button at: <http://www.fss.gsa.gov>

Contract Period: 3/2/2010 - 3/1/2020



**Managed Care Advisors, Inc.
7700 Old Georgetown Road, Suite 750
Bethesda, MD 20814-6100
Telephone: (301) 469-1660
Fax: (301) 469-1668
www.managedcareadvisors.com**

Business Size/Status: Small Woman-Owned

Prices shown herein are NET (discount deducted).

Pricelist is current through Modification PO-0007, dated March 2, 2015



Contract Holder

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GENERAL CONTRACT INFORMATION

1a. Table of Awarded Special Item Numbers (SINs): (Please refer to Page #5 for a more detailed description)

- 595-21, Human Resource Services

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on Page #12

1c. Labor Category Descriptions: Please refer to Page #9

2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage: Domestic Only

5. Point (s) of Production: Not Applicable

6. Discount from List Price: All Prices Herein are Net

7a. Quantity Discounts: None offered

7b. Volume Discounts: 1.0% discount for Task Orders over \$350,000

8. Prompt Payment Terms: Net 30 days

9a. Government Purchase Card *is* accepted at or below the micro-purchase threshold.

9b. Government Purchase Card *is* accepted above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: To Be Negotiated with Ordering Agency

11b. Expedited Delivery: Contact Managed Care Advisors for availability

11c. Overnight and 2-Day Delivery: Contact Managed Care Advisors for availability

11d. Urgent Requirement: Contact Managed Care Advisors for availability

12. F.O.B. Point(s): Destination

13a. Ordering Address: Managed Care Advisors, Inc.
Attn: GSA Orders
7700 Old Georgetown Road, Suite 750
Bethesda, MD 20814-6100

13b. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address: Managed Care Advisors, Inc.
Attn: Accounts Receivable
7700 Old Georgetown Road, Suite 750
Bethesda, MD 20814-6100

15. Warranty Provision: Not Applicable

16. Export Packing Charges: Not Applicable

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|--|---|
| 17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level): | The government wide purchase card is accepted above the micro-purchase threshold with no limitations. |
| 18. Terms and conditions of rental, maintenance, and repair: | Not Applicable |
| 19. Terms and conditions of installation (if applicable): | Not Applicable |
| 20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices: | Not Applicable |
| 20a. Terms and conditions for any other services (if applicable): | Not Applicable |
| 21. List of service and distribution points (if applicable): | Not Applicable |
| 22. List of participating dealers (if applicable): | Not Applicable |
| 23. Preventative maintenance (if applicable) | Not Applicable |
| 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.): | Not Applicable |
| 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at:
www.Section508.gov/ | Contact Contract Administrator for more information. |
| 25. Data Universal Number System (DUNS) Number: | 001727135 |
| 26. Managed Care Advisors, Inc. is registered in the Central Contractor Registration (CCR) database. | |

CONTRACT OVERVIEW

GSA awarded Managed Care Advisors, Inc. a GSA Federal Supply Schedule contract for Human Resources & Equal Employment Opportunity Services (HREEO), Contract Number GS-02F-0128W. The current contract period is 3/2/2015-3/1/2020. GSA may exercise a total of up to two additional five-year option periods. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

CONTRACT ADMINISTRATOR

Lisa Firestone, President
Managed Care Advisors, Inc.
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Bethesda, MD 20814-6100
Telephone: (301) 469-1660
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MARKETING AND TECHNICAL POINT OF CONTACT

Lisa Firestone
Managed Care Advisors, Inc.
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Bethesda, MD 20814-6100
Telephone: (301) 469-1660
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BRIEF COMPANY OVERVIEW

Managed Care Advisors, Inc. (MCA) is an innovative, woman-owned small business enterprise that specializes in managed care, employee health benefits and workers' compensation consulting and case management services. **MCA's mission is to empower individuals and organizations to attain and sustain health and productivity.**

Managed Care Advisors provides consulting services and products that complement customers' business processes in order to maximize productivity, employee potential, and program outcomes. Our approach creates an environment that empowers individuals and organizations to function at the highest level possible. MCA's case management services are available as a comprehensive package, from first report of injury to return to work, or on a task oriented basis.

Workers' Compensation and Disability Management

For more than twenty years, MCA principals have participated in the evolution of managed workers' compensation programs. Relying on proven principles such as early intervention, case management, the use of occupational health provider networks, and return to work initiatives, including modified and alternative duty assignments, we bring our clients practical solutions for effectively managing employee injuries. We work closely with our clients to identify current and future needs and to design, implement, and monitor appropriate practical solutions.

In addition to traditional workers' compensation, MCA has successfully developed, implemented, and administered managed on-duty injury programs under the Federal Employers Liability Act (FELA) and the Federal Employees' Compensation Act (FECA). We also provide consulting services related to disability management programs that incorporate both work and non-work related injuries and illnesses.

Employee Benefits

Our experienced consultants bring market, health plan, public policy, human resources, property/casualty and clinical expertise to our employer clients. This depth of knowledge is highly effective in assisting our clients with the design, implementation and evaluation of a spectrum of health-related employee benefit options. From vendor

solicitation and selection to the comprehensive assessment of plan and vendor performance, MCA adds value to employee-sponsored health benefit programs.

One cornerstone of our employee benefits practice is a strong focus on improving plan performance. For those clients who have an existing health benefit program in place, we recommend a periodic operational assessment to evaluate total program performance. This assessment measures the effectiveness of policies, procedures and workflows, vendor performance, and compliance with stated performance benchmarks. For this highly specialized service we rely on a dedicated team and on proprietary evaluation tools customized to client contracts, programs, and infrastructure.

Your MCA Team

Our team of consultants and clinical professionals are in the business of maximizing health and productivity. Whether evaluating an existing health benefit program, improving access to care or ensuring the safe rehabilitation and return to work for an injured employee, MCA creates practical solutions with measurable goals and objectives.

As experienced government contractors, all of our clinical staff, support staff and partners have received Confidential-level security clearance, and all new employees are required to obtain similar clearance as a condition of employment.

Federal Contracting Experience

MCA has been assisting federal agencies with their FECA programs since 2002 and providing direct case management services since 2005. Our consulting background has afforded us the expertise and experience to build on documented success, "best practices" tailored to the nuances of each client's culture, environment and organizational goals.

CONTRACT USE

This contract is available for use by all federal government agencies, as a source for Human Resources & Equal Employment Opportunity Services, for worldwide use. Executive agencies, other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

CONTRACT SCOPE

The contractor shall provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of professional services as specified in each task order.

Services specified in a task order may be performed at the contractor's facilities or the ordering agencies' facilities. The government will determine the contractor's compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.

The Special Item Numbers (SINs) available under this contract provide services across the full life cycle of a project. When task orders are placed, they must identify the SIN under which the task is being executed. Managed Care Advisors, Inc. has been awarded a contract by GSA to provide services under the following SIN:

595-21, Human Resource Services

A full description of each SIN and examples of the types of work covered by the SIN are provided below.

SPECIAL ITEM NUMBER (SIN) DESCRIPTION

SIN 595-21, Human Resource Services: Human Resource Services may include, but are not limited to, providing support in the functions of planning, recruitment and internal placement, position classification, personnel actions, training, employee relations, outplacement, function review/integration services and worker's compensation.

Employee Relations – Contractor shall offer services covering a range of employee relations services. Examples of Employee Relations support include but are not limited to: Provide comprehensive support in disciplinary actions as they relate to complaints, grievances, and appeals; leave administration, recognition and awards, performance management and appraisal, insurance benefits, Thrift Savings Plan, and retirements; provide guidance and assistance in completing necessary processes and documentation; provide guidance and assistance to monitor and assess the value of or to operate complaint receipt systems such as an agency complaint hotline; perform case management; review proposed correspondence for regulatory compliance; serve as an interface with legal staff, union representatives, Department of Labor (DOL), Office of Personnel Management (OPM), other appropriate outside agencies, and the appropriate internal agency activities as required.

Workers' Compensation – Contractor shall support management of claims processing under the Federal Employees' Compensation Act (FECA) pursuant to the Department of Labor, Office of Workers' Compensation Program (OWCP). Examples of Workers Compensation support include but are not limited to: Provide complete case management for employees with the aim to reduce lost work hours and workers' compensation costs for the Federal client including technical and managerial assistance; monitor hearing and appeal responses; counsel claimants in filing injury reports and establishing the essential elements of the claim; develop training programs for employees and management; develop return-to-work strategies; and claims revalidation assessments and administrative inquiries to confirm or refute suspicions or allegations of invalid claim status.

INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that Managed Care Advisors, Inc. meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders; facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide HREEO services, follow these simple steps:

Step 1. Develop a Statement of Work (SOW)

In the SOW, include the following information:

- Work to be performed,
- Location of work,
- Period of performance;
- Deliverable schedule, and
- Special standards and any special requirements, where applicable.

Step 2. Select Contractor and Place Order

- If the order is at or below the micro-purchase threshold, select the contractor best suited for your needs and place the order.
- If the order is exceeding the micro-purchase threshold, but less than the maximum order threshold (MOT), prepare an RFQ;
- If the order is in excess of the MOT, prepare an RFQ. Consider expansion of competition and seek price reductions.

Step 3. Prepare a Request for Quote (RFQ)

- Include the SOW and evaluation criteria;
- Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;
- If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.
- May be posted on GSA's electronic RFQ system, e-Buy

Step 4. Provide RFQ to at least Three Firms

Step 5. Evaluate Offers, Select Best Value Firm, and Place Order

REQUIREMENTS EXCEEDING THE MAXIMUM ORDER

In accordance with FAR 8.404, before placing an order that exceeds the maximum order threshold, ordering offices shall:

- Review additional schedule contractors' catalogs/price lists or use the "GSA Advantage!" on-line shopping service;
- Based upon the initial evaluation, generally seek price reductions from the schedule contractor(s) appearing to provide the best value (considering price and other factors); and
- After price reductions have been sought, place the order with the schedule contractor that provides the best value and results in the lowest overall cost alternative (see FAR 8.404(a)). If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

Vendors may:

Offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations.)

- Offer the lowest price available under the contract; or
- Decline the order (orders must be returned in accordance with FAR 52.216-19).

A task order that exceeds the maximum order may be placed with the Contractor selected in accordance with FAR 8.404. The order will be placed under the contract.

Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238-74.

BLANKET PURCHASE AGREEMENT

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-1 or 8.405-2. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (*e.g.* estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

Single BPA. If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

Multiple BPAs. If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

BPAs for hourly rate services. If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

Duration of BPAs. BPAs generally should not exceed five years in length, but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA's period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.

LABOR CATEGORY DESCRIPTIONS

Managed Care Advisors, Inc.'s commercial practices include the education / experience substitutions identified below. In order to be consistent with commercial practices, **MCA** requests to incorporate their commercial education / experience substitution methodology to all GSA labor categories.

Experience Substitutions Methodology:

High School Diploma + 4 years additional experience	Equals	Bachelors Degree
Bachelors Degree + 2 years additional experience	Equals	Masters Degree
Masters Degree + 3 years additional experience	Equals	Ph.D.

Education Substitutions Methodology:

A Ph.D. may be substituted for 3 years of required experience with a Masters Degree or 5 years with a Bachelors Degree.
A Masters Degree may be substituted for 2 years of required experience with a Bachelors Degree.
A Bachelors Degree may be substituted for 4 years of required experience with a High School Diploma.

Senior Subject Matter Expert	
Minimum Education Level:	M.D. or Ph.D.
Minimum Experience:	10 years experience in health care management.
Functional Duties/ Responsibilities:	Demonstrates expertise in a functional, technical, and/or industry-specific area. Demonstrates leadership and fluent issue analyses in the field of workers' compensation. Assesses scope of government issues and leads development and execution of strategic client programs. Serves as functional or industry specialist within the areas of strategic planning, process analysis, benchmarking, and organizational and operational issues.

Project Manager	
Minimum Education Level:	M.B.A. or M.H.S.A.
Minimum Experience:	15 years experience in health care management.
Functional Duties/ Responsibilities:	Plans, directs, and coordinates all phases of multiple programs, and leads projects. Often directs or provides expertise in senior client presentations. Develops and maintains and extends relationships with clients at top executive levels. Proficiently applies consulting approaches and remains current on emerging consulting theories and technology trends. Possesses ability to provide clients with both strategic and tactical advice relating to: performing management and technical reviews; identifying and obtaining consensus on organizational vision and objectives; performing scoping analyses; and recommending new initiatives for organizational action. Responsible for negotiating and ensuring compliance with client contracts.

Medical Director I	
Minimum Education:	M.D.
Applicable Training / Certifications:	Board Certification in Occupational Medicine or related specialty.
Minimum Experience:	10 years experience in Occupational Medicine or related specialty.
Functional Duties/ Responsibilities:	Provides clinical oversight and guidance to case management and consulting personnel and clients. Works in conjunction with Director of Nurse Case Management, Project Manager and Account Management Team in the development of clinical protocols, procedures, programs and templates. Performs case reviews and guides Nurse Case Managers in the development of case management action plans. Oversees all Quality Improvement Activities.

Subject Matter Expert	
Minimum Education:	Masters Degree in a Related Field
Minimum Experience:	5 years experience in health care management.
Functional Duties/ Responsibilities:	Demonstrates expertise in functional, technical, or health care industry issues. Demonstrates thought leadership and fluent issue analyses in the consulting field. Assesses scope of issues and leads development and execution of strategic client programs to address these issues. Serves as functional or industry specialist within the areas of strategic planning, process analysis, benchmarking, and organizational and operational issues.

Senior Consultant	
Minimum Education:	M.B.A. or M.H.S.A.
Minimum Experience:	10 years experience in health care management.
Functional Duties/ Responsibilities:	Demonstrates expertise in a functional, technical, and/or health care industry specific area, including workers' compensation. Demonstrates thorough leadership and issue analysis in the consulting field. Assesses scope of government issues and leads development and execution of strategic client programs. Serves as functional or industry specialist within the areas of strategic planning, process analysis, activity based costing, benchmarking, and organizational and operational issues. Supervises project team including employee development and training.

Consultant	
Minimum Education:	B.A. or B.S.
Minimum Experience:	3 years experience in health care management.
Functional Duties/ Responsibilities:	Under minimal direction, provides research and analysis support. Researches and analyzes data. Applies health care industry knowledge to determine accuracy and reasonableness of data. Documents and summarizes results to be used in developing client recommendations. Leads in developing programs and implementing solutions to meet the client's needs. Utilizes knowledge of support technology and the health care industry to support members of the team. Develops programs and implements solutions to meet the client's needs. May lead low-risk client engagements. Plans, schedules, and controls phases of projects using established processes.

Director, Case Management	
Minimum Education:	B.S.N. or Associate in Nursing (ASN) and Masters Degree in related field
Applicable Training / Certifications:	R.N. and National Certification in related field
Minimum Experience:	Total of 10 years of experience with 5 years clinical in occupational health or workers' compensation and 5 years experience in medical case management.
Functional Duties/ Responsibilities:	Plans, organizes, and controls the overall activities for case management under the direction of the Project Manager. Provides technical and administrative direction for project personnel. Responsible for work allocation, resource management, and monitoring of medical case management activities. Maintains policies and procedures, including identification of opportunities for improvement. Ensures compliance with regulatory and program standards.

Nurse Case Manager	
Minimum Education:	B.S.N. or Associate in Nursing (ASN)
Additional Education / Experience Substitution:	RN with 5 years related experience
Applicable Training / Certifications:	R.N., Unrestricted State Registered Nurse License, CCM, COHN-S (or comparable national certification) required within 12 months of date of hire.
Minimum Experience:	3 years clinical experience with at least 1 year experience in occupational health, workers' compensation or disability case management, or utilization review.
Functional Duties/ Responsibilities:	Under supervision of the Director of Nurse Case Management, implements integrated medical disability case management services. Provides medical expertise and serves as the critical communication link between the parties involved in the medical disability case. Emphasizes returning individuals who are medically able to productive service ensuring timely interventions and facilitates continuous communication while providing patient advocacy through supporting patient choices.

Analyst	
Minimum Education:	B.A. or B.S.
Minimum Experience:	1 year working experience
Functional Duties/ Responsibilities:	Under supervision of more senior team members, provides research and analysis support and assists with the delivery of contracted services. Researches and analyzes data related to a case loads and project topic. Applies health care industry knowledge to determine the accuracy and reasonableness of the data. Documents and summarizes the results to be used in developing client recommendations. Assists in developing processes and implementing solutions to meet the client's business needs. Translates more senior team members' knowledge of client's requirements into draft proposals for solutions.

**HOURLY RATES FOR SERVICES
SIN 595-21 / 595-21RC**

<i>Labor Category</i>	<i>GSA Rate</i>
Senior Subject Matter Expert	\$ 253.50
Project Manager	\$ 243.75
Medical Director I	\$ 225.00
Subject Matter Expert	\$ 216.00
Senior Consultant	\$ 197.25
Consultant	\$ 173.25
Director, Case Management	\$ 165.00
Nurse Case Manager	\$ 101.25
Analyst	\$ 90.00

***Note:** 1.0% Volume Discount available for Task Orders that exceed \$350,000*